

Many employee questions can often be answered by reading the *Master Agreement*. We have assembled a list of Frequently Asked Questions (FAQ's) that we get from new hires who are needing guidance on where to direct a question.

FAQ's

1. How do I get an access card and/or door keys to the building, where I work?
Contact your building/department administrative assistant.
2. If I lose my access card and/or door keys, who should I contact for a replacement?
Contact your supervisor.
3. I am having problems with my email account, district login, etc.
Contact the IT Help Desk, ext. 1148.
4. I have a question regarding my ERO account.
Contact Natasha Rodriquez, ext. 1436 or email nrodriquez@durangoschools.org
5. Who do I contact with insurance/benefits questions?
Contact the Finance office, ext. 1432 or email jmioni@durangoschools.org
6. I have questions about PERA, who do I call?
Contact PERA directly at 1-800-759-7372.
7. I have questions about my PERA account, who do I contact?
Contact PERA directly at 1-800-759-7372.
8. I want to change my W-4 information, who do I contact?
These changes are handled through the employee portal. If you need assistance with your login, contact Amy Bonilla, ext. 1438 or email abonilla@durangoschools.org
9. I have a name change, who do I contact to update that information?
Email Amy Bonilla in Human Resources at abonilla@durangoschools.org
10. I have a phone and/or address change, who do I contact to update that information?
These changes are handled through the employee portal. If you need assistance with your login, contact Amy Bonilla, ext. 1438 or email abonilla@durangoschools.org
11. I have questions about my leave balance, who do I contact?
Contact the Substitute Coordinator, ext. 1430 or email subfinder@durangoschools.org
12. I have a question about leave approval, who do I contact?
Contact your supervisor.
13. I have questions about the Sick Leave Bank and/or Compassionate Leave.
Contact Amy Bonilla in Human Resources, ext. 1438 or email abonilla@durangoschools.org
14. I have questions about Family Medical Leave, who do I contact?
Contact Amy Bonilla in Human Resources, ext. 1438 or email abonilla@durangoschools.org
15. I have a question about an issued contract or letter of intent, who do I contact?
Contact Christy Morgan in Human Resources, ext. 1414 or email cmorgan@durangoschools.org
16. I have questions about my paycheck, who do I contact?
Contact the Finance office, ext. 1432 or email jmioni@durangoschools.org
17. I have a question about my Teaching Assignment, who do I contact?
Contact your principal.
18. I have a question about my work hours, who do I contact?
Contact your supervisor.
19. I have a person I would like to have volunteer in my classroom, who do I contact?
Contact your supervisor.
20. I have a question about curriculum or curriculum resources, who do I contact?
Contact your supervisor.
21. It's tax time! Who do I contact for my W-2?
If it is not available to you in the employee portal, please contact the Finance office, ext. 1432.
22. I am having difficulty accessing the employee portal, who do I contact?
Email Amy Bonilla in Human Resources at abonilla@durangoschools.org